

For further information please contact ETSA Utilities on: 13 12 61 or visit our website at: www.etsautilities.com.au

What to do when the power goes out

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Power interruptions

ETSA Utilities is South Australia's electricity distributor, servicing more than 800,000 customers and maintaining more than 85,000 kilometres of electricity cabling across some of our State's harshest terrain. We understand that power interruptions can impact on day-to-day activities and we strive to provide a constant, uninterrupted electricity supply.

Despite our best efforts, there are times when you may experience a power interruption. Severe weather conditions such as damaging winds and lightning, motor vehicle accidents or even birds or possums on powerlines are just a few causes of interruptions to supply.

While we cannot always prevent a power interruption from occurring, our crews are based at various metropolitan and rural locations to ensure we can respond quickly and efficiently to a call to restore your electricity supply.

Restoring power can be complex; the breadth of our network infrastructure in regional areas can present challenges, and locating the cause of the interruption can take some time.

Where our land-based crews cannot find a remote fault, aerial patrols may assist. If you do experience a power interruption, we ask that you contact our Faults and Emergencies Service on 13 13 66.

For information on how to report a power interruption and some helpful tips, please see opposite.

How to report a power interruption

Please contact ETSA Utilities Faults and Emergencies service on 13 13 66, 24-hours a day, seven days a week in order to:

- report a dangerous life-threatening situation, such as broken wires or damaged poles
- report loss of power supply, or electricity supply problems
- access information on any power interruptions in your area.

Some helpful tips!

We receive our best information on power interruptions from our customers, but before you call we ask that you check the following :

- Your household safety switch—is the switch in the ON position?
- Do your neighbours have power?

This will help you determine if the fault is isolated to your home or is more widespread.

Check if there is any obvious cause for the interruption, such as a broken wire. Broken wires present a safety risk, so do not approach them. Contact our Faults and Emergencies service on 13 13 66 as quickly as possible.

Remember to have your National Meter Identifier (NMI) handy. You can find this number on your electricity account and it will help us promptly identify your location.

And a couple of reminders too!

- Cordless phones are powered by electricity and will not work if your power is off. You may wish to use a standard phone or your mobile to contact us.
- Turn off major and sensitive appliances but leave a light switch turned on so you will know when your power has been restored.

Keeping you informed

Our Fault Reporting service is available 24-hours a day, seven days a week. We aim to provide clear, comprehensive and accurate information on the location and reason for power interruptions and, where available, an estimated time of power restoration.

If we are aware of the fault affecting your area, there is no need to wait to speak to a member of our team, unless you have further information that may assist us in locating the fault.

If your power is not restored by the estimated time advised, or you are seeking more information, you can access our easy-to-use messaging system at any time by calling 13 13 66.

During periods of prolonged or widespread power interruptions, ETSA Utilities will broadcast updates on your local ABC radio station.